EDITED TASK LISTING

CLASS: Assistant Information Systems Analyst

NOTE: Each position within this classification may perform some or all of these tasks.

Task #	Task
1.	Train staff to improve their skills and knowledge utilizing various methods, (e.g., classroom, on the job, mentoring, etc.) as required for the performance of their job.
2.	Provide technical assistance to customers utilizing skills, knowledge, and expertise to solve technical problems when requested.
3.	Communicate in a professional and effective manner with co-workers, vendors, customers, management, etc. utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations.
4.	Participate in the development of departmental statewide policies and procedures specific to information technology to provide information, knowledge, etc., utilizing appropriate resources, under the direction of departmental management and/or control agencies.
5.	Manage multiple priorities to produce quality products and/or services for customers by utilizing effective time management skills as needed.
6.	Develop project reports for management and customers to ensure communication of current status utilizing various resources (e.g., project plans, schedules, etc.), following appropriate reporting standards.
7.	Assist in the development of disaster recovery plans to ensure recovery of the Department's IT assets in the event of a failure, utilizing requirements and procedures as defined in the State Administrative Manual (SAM).
8.	Perform tests of the disaster recovery plans to ensure recovery of the Department's IT assets in the event of a failure by executing defined backup and recovery procedures as mandated by the SAM.
9.	Perform tests on changes to the IT environment using standard testing methods, processes, and procedures as needed, to ensure continued operation.
10.	Develop and verify new or revised user material (e.g., training manuals, instructor notes, user guides, online help, job aids, etc.) to deliver quality information to the user as needed.
11.	Train customers, as needed, to effectively use IT systems using training documents, tools, and techniques.
12.	Communicate with customers utilizing various resources (e.g., knowledge, skills, manuals, etc.), as needed, to identify project requirements and priorities using the customers' business knowledge.
13.	Analyze IT related problems and develop solutions for customer reported or production problems utilizing various tools and resources on a daily basis.
14.	Receive customer calls and document user problems and/or request for services in order to resolves or distributes to appropriate IT units using departmental tracking tools as needed.

EDITED TASK LISTING

CLASS: Assistant Information Systems Analyst

NOTE: Each position within this classification may perform some or all of these tasks.

Task #	Task
15.	Provide on-going support for office systems (e.g., microcomputers, multifunction automated systems, and teleprocessing networks and/or systems, etc.) for field and/or headquarter offices in accordance with departmental guidelines to maintain continuous operation utilizing various resources (e.g. knowledge, communication skills, etc.).
16.	Develop or modify departmental information standards and procedures using current industry standards to support changes driven by IT trends.
17.	Contact users and staff throughout the Department during the initial phase of a project to discuss business needs or system requirements utilizing various communication tools (e.g., automated systems, survey, mail, phone, etc.) in order to produce effective end-user documentation as needed.
18.	Continuously monitors the network and network devices using appropriate monitoring tools (e.g., Netview, Openview, Network Node Manager, Microsoft tools, etc.) to identify possible outages and manage responses to alerts.
19.	Recommend improvements for incident control or problem management processes based on analysis of current process and service agreements on an on going basis.
20.	Visit user sites on a routine basis to observe their operations and better understand user constraints and requirements to determine IT replacement or upgrade needs utilizing current departmental standards.
21.	Assist in the development of project plans and schedules per the project manager's direction, using project management tools for complex project efforts.
22.	Report project progress and deviations from schedules to supervisor on a routine basis, to provide current status on the project, using an appropriate reporting medium (e.g., verbal, written, automated, etc.).
23.	Participate in the development of procedures and standards using appropriate reference materials and resources, as needed, to support changes in the IT environment.
24.	Participate in planning, design, development, testing, and migration activities for new systems or enhancements to existing systems to contribute to the overall project success using industry best practices for the duration of the project.
25.	Install software components (e.g., operating systems, office tools, etc.) as needed, on new or existing computers to create an efficient work environment for customers, utilizing approved guidelines.
26.	Configure software components (e.g., operating systems, office tools, etc.) as needed, on new or existing computers to create an efficient work environment for customers, utilizing approved guidelines.
27.	Install hardware components (e.g., personal computers, printers, network components, etc.) as directed, in compliance with approved guidelines to create an efficient work environment for customers.

EDITED TASK LISTING

CLASS: Assistant Information Systems Analyst

NOTE: Each position within this classification may perform some or all of these tasks.

Task #	Task
28.	Acts as IT Liaison between Headquarters and Field (e.g., Institutions, Paroles, etc.) to coordinate information system matters utilizing various tools (e.g., interpersonal skills, knowledge, etc.), on an as needed basis.
29.	Track hardware and software inventory to account for IT assets (e.g., personal computers, printers, network components, operating systems, licenses, etc.) in accordance with departmental guidelines on a routine basis.